

Humana Health Plan of Texas, Inc.

Corpus Christi

Survey (CAHPS™3.0H) Results

Response Rate 23%

State Averages

Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results

Response Rate 32%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

28%

28%

43%

On their health care

20%

28%

52%

On their specialist

23%

19%

58%

On their doctor or nurse

17%

39%

44%

State Averages

20%

38%

42%

12

34%

54%

12

29%

59%

12

34%

54%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits

26%

26%

47%

Had doctors communicate well

12%

26%

62%

Had courteous, respectful, & helpful office staff

9

25%

66%

Had their plan handle claims quickly & correctly

Not enough data to report on this plan.

24%

30%

46%

9

29%

62%

8

26%

66%

10

33%

57%

State Averages

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care

713%

80%

With efficiency & helpfulness of customer service

Not enough data to report on this plan.

714%

79%

8

20%

72%

State Averages